



15 May 2018

Dear Valued Customer,

### **Service Arrangement on Buddha's Birthday 2018**

S.F. Express will provide special delivery arrangement on Buddha's Birthday, 22 May, 2018 (Tuesday) in Hong Kong and Macau. Details are as follow:

#### **A. Door-to-Door Pickup & Delivery Service**

District	Date	Pickup Service	Delivery Service
Hong Kong & Macau	22 May, 2018 (Tuesday)	Cut-off Time: <b>19:00</b>	<ul style="list-style-type: none"><li>● <b>Normal Delivery Service will be provided</b></li><li>● If you wish to deliver your shipment(s) on public holiday, <b>please specify the below information on the waybill:</b><ul style="list-style-type: none"><li>- Valid "<b>contact no.</b>" and "<b>mobile no.</b>" of the recipient</li></ul></li></ul>

#### **B. Pickup & Delivery Service at S.F. Service Network**

During the holiday, pickup and drop-off services are available. Details are as follow:

##### **1. S.F. Express Service Centers**

- **All S.F. Express Service Centers** will maintain normal service on 22 May, 2018 (Tuesday). Business Hours: **09:00-20:00**; Cut-off Time: **19:00**.

Please [click here](#) for the details of S.F. Express Service Centers.

##### **2. S.F. Stores**

**All S.F. Stores**<sup>#</sup> will maintain service on 22 May, 2018 (Tuesday), Business Hours: **12:00-20:00**. Shipments dropped off during the public holiday will be delivered on the next working day.

<sup>#</sup>Chai Wan Trend Centre S.F. Store will be closed during holiday.

Please [click here](#) for the details of S.F. Stores.

##### **3. S.F. Service Points**

S.F. Service Points (including the designated 7-Eleven Convenience Stores, Circle K Convenience Stores, VanGo Convenience Stores, Shell Stations, Hong Kong Newspaper Hawker, All Bridal Tea Hotels, Uselect, NTI Express Auto Care, Red Hall Furniture at Mui Wo on Lantau Island, Lok's Shop on Cheung Chau, Li Yuen Store on Lamma Island, Lamma Fisherfolk's Village and Chiu Kee Vans) will provide service on 22 May, 2018 (Tuesday) ^.

^The above information is for reference only. Business hours of S.F. Service Points might fluctuate due to the retail business operating purpose. Please [click here](#) for the details of S.F. Service Points.



#### 4. EF Lockers

H852U014P, Bowling Alley, 1/F, Melody Garden, 2 Wu Chiu Road, Tuen Mun, New Territories (EF Locker) will close at **19:00** on 22 May, 2018 (Tuesday), **other EF Lockers** will provide service on 22 May, 2018 (Tuesday) during the Buddha's Birthday. Please [click here](#) for the details of EF Lockers.

#### C. Refrigerated Delivery Service

Date	Enterprise Refrigerated Delivery & Airport Shipment Service	Door-to-Door Refrigerated Delivery Service
22 May, 2018 (Tuesday)	Service is not available	<ul style="list-style-type: none"><li>● No service for Tung Chung, Discovery Bay and Ma Wan. Other districts maintain normal service.</li><li>● Cut-off Time:<b>16:00</b></li></ul>

#### D. SF Next Morning Delivery

SF Next Morning Delivery is not available on 22 May, 2018 (Tuesday) and service will be resumed normal on 23 May, 2018 (Wednesday).

#### E. Customer Service

The service hours of the customer service hotline (Hong Kong and Macau) will be adjusted on 22 May, 2018 (Tuesday). Details of the adjustment are as follow:

Date	Service Hours
22 May, 2018 (Tuesday)	08:00-20:30

Remarks:

1. Pickup Authorization Service in Hong Kong and Macau is not available on 22 May, 2018 (Tuesday).

For any enquiries, please contact our Customer Service Hotlines at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).

Yours faithfully,  
S.F. Express (Hong Kong) Limited